# Business Case

**Project Name:**    **TIV WAN Redesign IPT**

**Channel:**    **OCIO**

**Project Sponsor:**    **Kay Jacks**

**Project Lead:**    **Keith Wilson**

**<u>Project Description</u>**   The goal of this project is to gather and analyze requirements for the redesign of Title IV Wide Area Network services.  This IPT will focus on 9 major services that need to either be stopped or continued under new or existing contracts when the TIV WAN contract is scheduled to be tombstoned in September 30, 2001.  The 9 areas are: Customer Service, 799 EDI reporting, the Billing System, SFA Product Distribution, Online Query services, Participation Management, Conferences,  and SFA to the Internet.

*Describe the need for change (the business problem to be addressed).*

The Title IV Wide Area Network Contract is scheduled to expire September 30, 2000.  Some of the services currently offered under this contract will still be necessary to SFA in order to effectively manage the Title IV Delivery System.  This IPT will focus on moving off the proprietary WAN to the internet, and address how the other parts are maintained going forward.

*What is the purpose of the initiative?*

The purpose of this initiative is to gather and analyze requirements that support the identified services that still need to be supported after the expiration of the TIV WAN contract in September 30, 2001.

*What is the scope of the initiative, including what it is not?*

The scope of the initiative is to provide a recommendation to SFA for the following:

- Where each of the 9 identified services should be hosted? New or existing contract
- Does the service need to be modified and/or redesigned?
- When should the service be implemented?
- Pros and Cons including cost analysis for implementing each service including costs to our customers and SFA application systems.

The scope of this initiative is NOT to implement any of the services.   A business case will be submitted for each of the identified services.  The business cases will be used to determine if SFA elects to implement the services outlined in the business cases.

*What is the start date and end date of the initiative?*

Start date:  November 8, 2000 – after the DSG and IRB meetings.
End date:  January 15, 2001 – Business cases are due in final format.

***What other business areas/external groups are affected by the implementation of this initiative and how are they affected?***

No internal or external business areas or groups will be affected by the implementation of this initiative because this initiative is for requirements and analysis only.

***What systems are impacted by the implementation of this initiative and how are they impacted?***

No systems are impacted by the implementation of this initiative because this initiative only includes requirements and analysis. This initiative does not include implementation of any of the proposed business cases.

***What business processes are impacted by the implementation of this initiative and how are they impacted?***

No business processes are impacted by the implementation of this initiative because this initiative only includes requirements and analysis. This initiative does not include implementation of any of the proposed business cases.

## Technologies Used

List the proposed technologies that will be used to implement this project

| Name/type | Proposed use | Has technology been used at SFA before? Where? | Does Technology fit SFA's Architecture Standard? Explain. | Does SFA have the technical expertise to implement this technology? Why? |
|---|---|---|---|---|
| Document tracking | Will be used to document requirements. | Yes, WAN, CPS, DL, NSLDS. | Yes, need to track issues as pertaining to each business case to ensure compatibility with Modernization Blue Print. | Yes, already used at SFA. |
| Cost benefit analysis tool | Used to determine baseline for each business case. | Yes, WAN and contracts. | Yes, need to baseline business cases to ensure appropriate funding available if SFA decides to implement. | Yes, baselines already part of contract process. |
| | | | | |

## Benefits

Provide a narrative discussion to explain why SFA is the doing the initiative and what project objectives or expected outcomes can be quantified and how can they be measured. Demonstrate that the initiative supports the goals and objectives of SFA, how it supports these goals and objectives, to what extent it helps SFA achieve these goals and objectives and when these benefits will be realized.

*Reduce Unit Cost*

| Quantified Benefit ($) | How will benefit be measured/realized? | When will benefit be realized? |
|---|---|---|
| The TIVWAN Redesign IPT will reduce costs by reengineering processes that are inefficient, implementing standards, eliminate redundant systems/data. | Unit Cost Reductions | At the completion of each reengineering project that is expected to reduce unit costs. |
| | | |
| | | |
| *Assumptions* | | |
| | | |

*Increase Customer Satisfaction*

| Quantified/Qualitative Benefit | How will benefit be measured/realized? | When will benefit be realized? |
|---|---|---|
| Provide streamlined business processes. | Customer satisfaction surveys. | Incremental benefits will be realized at the conclusion of each reengineering project. |
| Improved telecommunication services. | Customer satisfaction surveys. | Incremental benefits will be realized at the conclusion of each reengineering project. |
| | | |
| *Assumptions* | | |

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*Increase Employee Satisfaction*

| Quantified/Qualitative Benefit | How will benefit be measured/realized? | When will benefit be realized? |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
| *Assumptions* | | |
|  | | |

Estimated overall dollar amount of all benefits listed above.

| Quantified Benefits | | | | | |
|---|---|---|---|---|---|
| **BY** | **BY+1** | **BY+2** | **BY+3** | **BY+4** | **Total** |
|  |  |  |  |  |  |
| *Assumptions* | | | | | |
|  | | | | | |

## Costs

Provide costs, including those to implement the initiative and the costs to support it over its useful life.

| COSTS | | | | | | |
|---|---|---|---|---|---|---|
| | **BY** | **BY+1** | **BY+2** | **BY+3** | **BY+4** | **Total** |
| **Development** | $737,000 | | | | | |
| **Operations** | | | | | | |
| **Prod. Proc** | | | | | | |
| **Key Pers.** | | | | | | |
| **Ad Hoc** | | | | | | |
| **Sys. Maint.** | | | | | | |
| **Telecom.** | | | | | | |
| **Data Center** | | | | | | |
| **Sub. Ops** | | | | | | |
| | | | | | | |
| **Total** | $737,000 | | | | | |
| *Assumptions* | | | | | | |
| Estimate per Andersen Consulting. | | | | | | |

## Total Cost of Ownership

What is the level of required enhancement after implementation?

Modernization is a continuous process. It is expected that as technology and customer expectations change, enhancements will be made to provide increased customer satisfaction and further reduce unit costs to the extent that it makes economic sense.

What is the life span of this initiative?

## Alternatives

Discuss what could be done in place in this initiative and describe the consequences of each alternative.

| Alternative | Consequence |
|---|---|
| Remain as-is | |
| Non-technology solution | |
| Enhance an existing system | |
| Implement on a smaller scale | |
| Other | |

## Risks

| Risk | Description of Risk | Mitigation Strategy |
|---|---|---|
| Financial | | |
| Technology | | |
| Scope | | |
| Management | | |

| | | |
|---|---|---|
| Exposure | | |
| | | |

## Acquisition Strategy

**Sources** (Indicate the prospective sources of supplies or services that can meet the need of this project. List the most likely offerors for the requirement, and/or the manufacturer and model of the equipment that will most likely be offered).

**Modernization Partner and NCS as its subcontractor.**

**Competition** (Describe how competition will be sought, promoted, and sustained throughout the course of the acquisition, including any performance requirements that will be required).

**Modernization Partner Contract.**

**Contract Considerations** (For each contract contemplated, discuss contract type selection; use of multiyear contracting, options, or other special contracting methods, ex: performance-based).

## Schedule/Milestones (including acquisition cycle)

| # | Milestone | Start Date | End Date |
|---|---|---|---|
| 1 | Requirements gathering and analysis for the redesign of the Title IV Network Services. | Nov '00 | Jan '01 |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |

| 8 | | | |
|---|---|---|---|
| 9 | | | |
| 10 | | | |